



## Manage My Health Terms & Conditions

Manage My Health is a safe, secure and convenient way to access your health information from your computer or smartphone. You can book appointments, order repeat prescriptions, access laboratory results and much more. To sign up you must be 18 years or older and have a unique email address (family members cannot use the same email address).

**IF YOU WISH TO USE THIS SERVICE PLEASE READ, SIGN AND RETURN THIS FORM TO RECEPTION**

### ONLINE ROUTINE APPOINTMENTS

You can book a routine 15 minute appointment with a doctor by clicking on **Book Appointment** in the **Services** box on your MMH homepage.

You can use MMH to cancel appointments you have made using MMH. This can be done by accessing the **Book Appointment** in the **Services** box also.

Please be aware that it is not possible to make appointments in MMH for the same day. For same day appointments you will need to phone reception.

Should you need a longer appointment (i.e. double appointment, drivers' medical) or an appointment with a nurse you will need to phone reception to book.

### ORDERING REPEAT PRESCRIPTIONS

This service is only available for medication which your doctor has marked as **long term**. Click on **Repeat Prescriptions** in the **Services** box on your MMH homepage to see your long term medications. Please allow **THREE working days** for your prescription to be available. If you need an urgent prescription, please visit or phone the practice. Standard prescription charges apply.

### TEST RESULTS

ManageMyHealth is one of the ways of notifying you of test results. When we file a result, you will be sent an email saying your record has been updated.

**PLEASE DO NOT SWITCH OFF THE AUTOMATIC NOTIFICATION BOX IN YOUR MANAGE MY HEALTH INBOX SETUP**

To view your results, click on **View Lab Results** in the **Services** box on your MMH homepage. For more detail click the blue i button. Please read your doctor's comments and follow any recommendations.

Your doctor may contact you by phone or text should there be any urgent or abnormal results, prior to uploading them to MMH.

### EMAIL CONSULTATIONS VIA MANAGE MY HEALTH

If your request is complex you may be asked to make an appointment for a consultation. The fee for an email consultation service will vary according to the time taken. The minimum charge starts at \$20.00. **Please allow 5 working days for this service.** Please do not use this service for urgent matters or if you require an urgent reply. An automatic message will come up when the Doctor is on leave.

### TECHNICAL SUPPORT

The website is provided by MedtechGlobal, a New Zealand company that provides the software that Coastal Medical Rooms uses. They are unable to see your information, as it is encrypted.

If you are having problems with the website, please go to: <http://www.managemyhealth.co.nz/ContactUs/>

**I am 18yrs or above and I have read and understand the above information.**

**I understand if there is misuse of ManageMyHealth the practice reserves the right to de-activate the user.**

**I am aware that for urgent serious problems I will call the surgery on 04 902 9200, or 111 in an emergency.**

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Email login for ManageMyHealth: \_\_\_\_\_  
(Email address must be your own and not a family or shared email address)